



Inspection Report on

Rogerstone House

Newport

Date Inspection Completed

31/08/2023

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About Rogerstone House

Type of care provided	Care Home Service Adults Without Nursing
Registered Provider	Achieve together Ltd
Registered places	6
Language of the service	English
Previous Care Inspectorate Wales inspection	
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

The service benefits from outstanding leadership and management. The manager has created and maintained a very positive culture in the home, supported by the deputy manager. The care staff team are highly motivated and provide exceptional care and support to people living at the home.

People are supported to achieve their own individual goals to improve their quality of life. Peoples care needs and preferences are clearly documented in their personal plans. Care staff complete detailed and comprehensive notes to evidence people are being supported as described in their plans.

The home is spacious and well equipped to meet people's needs. Overall, the property is well maintained, and most furniture is in good condition. Suitable risk assessments are completed, and checks carried out to ensure the home is safe.

Care staff thoroughly enjoy working at the service and told us they feel valued by the provider. Staff are safely recruited, trained in all relevant areas, and well supported to carry out their duties. The responsible individual (RI) visits the home regularly, and along with the regional manager, provides excellent support to the manager and team.

Well-being

People are supported to achieve positive outcomes, often well above the expectations of family members and professionals. Care staff are highly motivated and innovative in supporting people to maintain and improve their health and emotional wellbeing. People enjoy a wide range of activities that are meaningful to them. Care staff treat people with genuine compassion, dignity and respect.

The manager, deputy manager and care staff communicate effectively with family members to support people to contribute and enjoy positive relationships with people close to them. People and their representatives are involved in planning their own care and support. People's day to day needs are met promptly and sensitively. The home is spacious and well laid out to allow people to move freely around areas.

People and their family members have trust and confidence in the manager and staff team. They know how to raise a concern if they needed to. One family member told us "*I am always kept up to date, the staff are brilliant, they are always at the end of the phone. I can visit whenever I choose. The manager is excellent.*" Another family member told us "*He is making great progress and engages with other people much more than he ever did before. He loves his supported holidays and going out with staff to do things locally. The staff are always so helpful.*"

People are protected from the risk of harm and abuse. Care workers know people well and are skilled at identifying subtle changes in people's behaviour or presentation. Accurate reports are made of such changes, and these are brought to the attention of the manager promptly to consider. Care workers complete training in relation to the safeguarding of adults at risk and understand their role in protecting people. The service has a safeguarding policy, which reflects the current guidance and is kept under regular review.

Care and Support

People receive highly effective, personalised care and support as and when required. Care workers know people well and have built positive, trusting relationships with people they support. People are communicated with in the best way for them individually and staff receive specialist training in this regard. People are relaxed, happy, and comfortable around care staff.

Personal plans are exceptional, they are individualised, and each starts with a section to inform care staff of the person, where they came from, their social history, likes and dislikes. The plans have a positive focus on what people can do for themselves, as well as what support they want or need. Specialist advice, such as the support people require with modified diets or drinks, are referred to in personal plans. The associated risks for each person are clearly recorded in their plans, along with the best way to support them to minimise such risks. Positive risks are taken to support people to achieve their desired outcomes.

Plans are reviewed regularly to ensure they are up to date and reflect people's current needs and aspirations. A highly effective key worker system is in place, where people choose allocated care staff to be their main point of contact. Key workers encourage people to identify goals they would like to achieve and support them to make progress towards such goals. Monthly reports evidence people's progress and any challenges they have experienced. Care staff make extensive and relevant records to evidence people are supported in line with their plans. The detailed notes are used to inform reviews.

Referrals are made promptly to health and social care professionals when required. Accurate records are kept of all appointments attended and advice given is followed by the team. People are encouraged to maintain a healthy weight as part of a healthy lifestyle. People are assessed as to the level of support they require to manage their medication. Safe systems are in place for the management of medication in the home, we found records to be clear and accurate.

Where people are unable to keep themselves safe, the necessary procedures are followed. Appropriate arrangements are in place with the Local Authority to ensure decisions are made in people's best interests, when required. Infection prevention and control procedures are good. Care workers wear appropriate personal protective equipment (PPE) in line with current guidance.

Environment

The home is spacious, well organised and maintained to a good standard. We found the property to be clean and tidy throughout, with homely décor. People's bedrooms are individually personalised to their own tastes. People choose the colour their rooms are decorated and what belongings they would like to have in them. The communal bathroom and wet rooms are in good condition and suitable to meet the needs of people. A new kitchen has been designed and installed to increase the access people have, this has resulted in positive outcomes for people and better levels of engagement. The home has a five-star food standards agency rating which means that hygiene standards are very good.

There is a large spacious entrance to the home, which leads into the main lounge. The lounge benefits from a very large television which people enjoy watching programmes and films of their choice. Overall, the furniture is in good condition. The manager told us they have ordered some new furniture to replace some worn sofas.

The garden is well kept, with a decking area, and lawn. Raised planters are situated around the garden where people grow some of their own vegetables. The garden furniture is sturdy and in good condition. People benefit from a safe environment; the front door is kept locked, and our identification was checked before we entered. Records are kept to evidence that all serviceable equipment has been checked to ensure its safety. Regular checks of the fire alarms and equipment are completed, and staff are trained in fire safety. People living in the home have a personal emergency evacuation plan to guide staff on how to support them to leave the premises safely in the case of an emergency.

Leadership and Management

The manager oversees the day to day running of the home, supported by the deputy manager. The management team offer exceptional support to the care staff; the overall culture of the home is extremely positive. Care staff enjoy their jobs, they feel valued and invested in providing very high standards of care and support. One care worker told us *“I love it here; the manager is amazing. We do so much with the residents and are always encouraged to put forward new ideas.”* Another care worker said, *“The teamwork and communication is really good, we all work together to do the best job possible.”* Most staff have worked at the service for some time, some newer staff told us how well they have been accepted into the team and have settled in quickly because of the support they have received.

The RI and regional manager visit the home frequently, the RI completes detailed reports that clearly identify the areas the service is doing well in and what they are working to improve. The manager told us the support they receive is fantastic. People living at the home, their representatives, and care staff are involved in decisions affecting the running of the home. The statement of purpose for the service accurately describes how the service is delivered. The provider keeps the statement of purpose under review and submits any changes to the regulator in a timely manner.

Care staff are safely recruited, files are well organised and include all of the required information, including Disclosure and Barring Service (DBS) checks, written references, and evidence of their registration with Social Care Wales, the workforce regulator. Care staff complete a range of training courses, including regular refresher courses in mandatory areas such as safeguarding people at risk of harm.

Care workers receive regular supervision with their line manager. One to one, formal, supervisions provide the opportunity for staff to discuss any concerns or training needs they may have and allow their line manager to provide feedback on their work performance. Staff also have monthly meetings where they are encouraged to put forward new ideas and reflect as a team on what is going well and what could be improved.

Summary of Non-Compliance

Status	What each means
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people’s well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)

Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection. Where the provider has failed to make the necessary improvements we will escalate the matter by issuing a Priority Action Notice.

Area(s) for Improvement

Regulation	Summary	Status
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N/A	No non-compliance of this type was identified at this inspection	N/A
35	Ensure that all required information is held in staff personnel files	Achieved

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